

**DEPARTMENT  
POLICY**

Authorize and issue payment for all SERcovered services using the DHS-849, Authorization/Invoice. **A shut off notice or invoice must be obtained before authorizing a payment.** DHS' Electronic Document Management (EDM) tracks and stores electronic (scanned) images of case documentation. EDM documents are considered the document of record and should be treated as the original.

**Note:** The emergency and need amount must continue to be verified by the worker. If the energy provider has verified the account and shutoff status information electronically for a MIBridges online application, no other verification is needed.

The DHS-223, Documentation Record, may only be used for deliverable fuels, wood and other non-traditional heating source estimates or to clarify discrepancies. The DHS-223 may not be used as a verification source for natural gas, non-heat electric or other energy types that receive monthly statements and shut off notices. Documentation on the DHS-223 must include the date, client name and case number, amount needed to resolve the emergency, name on account, other pertinent account information, the name of the person at the utility company who provided the information, and a signature of the DHS staff person obtaining the information.

The worker must print the DHS-849, sign it, attach the EDM copy of the bill (or other appropriate verification) and submit it to the fiscal unit for reconciliation purposes. The case copy of the DHS-849 and the bill must be filed in the SER packet.

Bridges automatically creates the DHS-849 when an SER application has been approved and certified.

The DHS-849 is available for viewing and printing in the *Correspondence/View Pending* link in the left navigation bar.

Once printed, it moves to the *Correspondence/View History* link in the left navigation bar and can be viewed there for reference or reprinting.

In some cases, the client and/or provider signature is required on the original DHS-849. For deliverable fuels, signatures on the DHS-849 are not required. For home repairs, the DHS-849 must be signed by the provider and the client. The client's signature on the

DHS-849 is not needed if the provider submits an itemized bill or statement of services which states the client's name, address and is signed by the client.

**Note:** Payments for deliverable fuel, wood and home repairs will continue to pend until the worker completes the payment by accessing the Benefit Issuance/Pending SER screen. Payments will be generated to the provider *only after* the questions under *Worker Use* are answered. Payments will pend indefinitely until the worker completes this procedure.

### SER Authorization

Do **not** authorize an SER payment **before** a service is provided, **or** before a SER group has made a required copayment, contribution, prorated or shortfall payment. See ERM 306 for burial copayments and contributions. This will avoid situations where payments are made without services being provided.

### PROVIDER ENROLLMENT

All SER service providers must be enrolled in Bridges before payment can be issued. Energy providers must be enrolled by central office, however, the local office should provide a DHS-355, Energy Supplier Participation Agreement, to providers requesting enrollment.

Providers must register in the Contract & Payment Express (C&PE) in order to receive an SER payment. Please refer providers to the C&PE system, <http://www.michigan.gov/cpexpress>, prior to enrollment.

Third party billing companies and collection agencies are not eligible to receive ES or SER funds, as they are not the actual services provider. Requests for enrollment by such companies will be denied.

Examples of third party billing companies are:

- Universal Utilities.
- D & B Billing Services.
- Electrical Inspection Company.

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**AUTHORIZATION  
PERIOD**

The SER authorization period is 30 days. The authorization period begins on the date the local office receives a signed application for SER or receives an electronic application from MIBridges and ends 29 days later. For example: Application filed on March 1. The authorization period is March 1 - March 30.

Additional requests for any SER service during the authorization period is entered in Bridges as an additional service, not as a new application. Any copayments, shortfalls or contributions that must be paid are subject to the authorization period end date regardless of the date the service is requested.

**SALES TAX ON  
DELIVERABLE  
FUELS**

Payment for deliverable fuels are not subject to sales tax for clients who have their delivery prior-authorized with a signed DHS-849 or other local office purchase order. Sales tax is included for all other payments.

When issuing payments for deliverable fuels that do not include sales tax, check Emergency Assistance in box 20 of the DHS-849. Be sure the provider has their copy of the DHS-849 **before** they provide the service.

**WARRANT  
REWRITE**

The Provider Management Unit will issue a memo to notify the local office specialist when a treasury warrant, returned to central office, needs corrective action. Supportive documentation will accompany the memo for audit purposes. Attach the memo and documentation to a new DHS-849 authorization and forward to the fiscal unit after processing online. **Do not** replace a vendor/provider warrant unless notified by the program office; see BAM 435.

**CORRECTION OF  
MISISSUANCES**

Local offices are responsible for correcting SER issuances made in error. The correction process depends on the type of misissuance and eligibility status of the group. Take collection action on all

overissuances regardless of case status. Correct all underissuances.

The DHS-1271, State Emergency Relief/LIHEAP Case Read Form, should be used to document eligibility and payment accuracy.

## UNDERISSUANCE

When an underissuance is found, it is the responsibility of the specialist to determine the amount. The specialist is to authorize a supplemental DHS-849 payment if the group is eligible.

## INCORRECT ISSUANCES

When an overissuance is found, it is the responsibility of the specialist to determine the amount and contact the provider to obtain a refund. The specialist must provide supporting documentation of the overissuance to the local fiscal office. The fiscal unit is to set up an account receivable and proceed with the collection letters.

Providers should be instructed to include the customer name, address and case number and return the overpayment to:

Department of Human Services  
Cashiers Unit  
P.O. Box 30802  
Lansing, MI 48909

**Note:** When a refund is being requested from DTE, please send the request to the following email address: [agencies\\_info@dteen-ergy.com](mailto:agencies_info@dteen-ergy.com)

Correction of an issuance error may require a reissuance. For example, an issuance error may be a payment made under the wrong case number. To correct this, the local office must recover the incorrect issuance and re-process the original SER application in order to issue a new DHS-849 payment under the correct case number, if the group is eligible as described above.

**Note:** In some cases, the correct account may be paid but under the wrong case number or for the wrong client. If the provider has credited the correct group's account, recovery/reissuance is not necessary. However, the fiscal or lifetime cap(s) must be corrected for the correct client. Notify the Energy and Emergency Services

program office of any needed adjustments to the fiscal year cap amounts.

### Payment History Corrections

The Energy and Emergency Services program office must make corrections to payment histories that have lifetime or fiscal year maximums. Requests for the correction of the cap must be in writing. When requesting a correction, include the case name and number, an explanation of the necessary changes, the amount to be adjusted and the service that was paid.

Email the request to Policy-SER@michigan.gov.

### Local Issuance

Local office issuance is only allowed in instances when the provider has not yet been enrolled due to a delay in enrollment and requires approval by the program office.

**Note:** Local issuances are **not** to be paid to enrolled energy or burial service providers.

### OTHER ENERGY PROCESSES Energy Refunds

A deliverable fuel provider (or a provider receiving direct vendor payments) **may** forward credit balances to a new energy provider when a client moves or changes providers. The new provider should be informed of the client's name, case number and new residence address by the old provider when the credit amount is sent.

No energy refunds are to be made directly to a client without first going through the cost reconciliation process. Providers are to identify the credit amount being returned by client name, case number and the time period involved. Providers are to refund to: DHS Cashiers Unit, P.O. Box 30802, Lansing, MI 48909, where the cost reconciliation will occur.

Energy refunds to clients are supplemental warrants. The type of refund is indicated by Warrant Reasons:

- Heat refund.
- Non-heat electric refund.

**MANUAL  
ISSUANCE**

- All-electric refund.

Manual issuances will not be completed unless there is a valid DHS-849 and a budget. In most cases, an exception must be requested so that supporting eligibility is retained in Bridges. If a manual issuance is required, the supervisor may email the policy mailbox with the request.

**LEGAL BASE**

MAC R400.7001 et seq.

**ATTACHMENT -  
SIGNATURES****REQUIRED SIGNATURES on DHS-849**

<b>SERVICE</b>	<b>CLIENT SIGNATURE REQUIRED?</b>	<b>PROVIDER SIGNATURE REQUIRED?</b>
Metered Fuel	No	No - see Note 1
Deliverable Fuel	No	No - see Note 1
Water and/or Cooking Gas	No	No - see Note 1
House Payments	No	No - see Note 1
Rent and/or Lot Rent	No	No - see Note 1
Burial	No	No - see Note 1
Migrant Hospitalization	No	No - see Note 1
Home Repairs	Yes	Yes - see Note 2

**Note:** 1. A bill identifying the client by name and address which contains an itemized statement of services and charges must be attached to the DHS-849.

**Note:** 2. The client's signature on the DHS-849 is not needed if the provider submits an itemized bill or statement of services which states the client's name and address and which is signed by the client. This statement must be attached to the DHS-849. In burial cases, client's signature on the provider's bill or statement means the signature of the person who applied for burial.